

Bank of Ayudhya Public Company Ltd. (Krungsri)

Leverages cloud to innovate and become a digital banking leader

Bank of Ayudhya Public Company Limited, referred to as Krungsri, is the fifth largest financial group in Thailand in terms of assets, loans, and deposits, and is one of Thailand's Domestic Systemically Important Banks (D-SIBs) with 73 years of history in the country. Krungsri is a strategic member of the Mitsubishi UFJ Financial Group (MUFG), Japan's largest financial group and one of the world's largest financial organizations. Krungsri provides a comprehensive range of banking, consumer finance, investment, asset management, and other financial products and services to individual consumers, SMEs, and large corporations through 700 branches (663 banking branches and 37 auto business branches) and over 35,000 service outlets nationwide.

Business challenge

Krungsri's goal is to become one of the most innovative financial institutions in the country by expanding online banking services, offering mobile banking applications, and enhancing customer service through Artificial Intelligence (AI).

As part of achieving their goal, Krungsri began by transforming its infrastructure from a fleet of servers and systems on premises to a hybrid architecture that leverages cloud-based infrastructure as a service.

Transformation

To rapidly transform Krungsri's infrastructure, Kyndryl™ helped Krungsri build a secure and resilient cloud-enabled infrastructure, migrating a strategic set of workloads to Amazon Web Services (AWS) datacenters, and managing the new hybrid environment.

Results

- Centralized monitoring of infrastructure utilization enables Krungsri to optimize hybrid cloud operations
- Krungsri is set-up to rapidly perform additional migrations to AWS
- Extended security posture to applications running on cloud



An IT partner to drive technology transformation

Krungsri adopted AWS as its public cloud provider and was looking for a partner to help with migration and a hybrid cloud management system that enables them to migrate and manage their applications seamlessly. Krungsri faced challenges in operations as well as adopting DevOps on public clouds, and wanted a partner who could help them in their transformation.

Cloud-enabled technology transformation to drive innovation

As a long-term IT partner of Krungsri, Kyndryl has delivered many solutions and services to support the bank's future roadmap for growth and focus on digital banking.

Kyndryl and Krungsri first began working together in 2012 to focus on infrastructure as a service. The extended collaboration between Kyndryl and Krungsri covers managed services across mainframe and storage, including Flash, servers, network and ATMs. The partnership is designed to provide Krungsri's technology platform with both stability and the ability to build out cloud-ready infrastructure to support its digital transformation vision.

Krungsri engaged Kyndryl to transform to a cloud-enabled technology infrastructure. Kyndryl designed and implemented a secure landing zone on AWS that provided identity and access management, network integration, data security, logging, and the framework for governance. Kyndryl also provided reusable patterns to facilitate future deployments of AWS infrastructure that is compliant to Krungsri's cloud architecture requirements. On completion of the landing zone setup, Kyndryl migrated Krungsri's first application into AWS.

Kyndryl helped Krungsri adopt best practices for system management, setup a Cloud Center of Excellence (CCoE) structure, and develop processes for migrating other applications from on premises locations, all of which enabled Krungsri to improve operations with DevOps efficiencies.

Kyndryl is now providing 24x7 management services to support the infrastructure and Krungsri applications running on AWS. This includes operations monitoring, OS administration and operations as well as patching and health checks to ensure that the environment is available and secure as defined by Krungsri's security policies. Kyndryl also continues to work with Krungsri on cost management and enhancing the security posture of their AWS estate.

Krungsri migrated several key applications onto AWS successfully, and they are now planning to migrate more with Kyndryl's help.

Building a secure cloud-ready infrastructure to enhance the digital banking service

Through its long-standing partnership with Kyndryl, Krungsri has achieved many milestones in its cloud transformation journey:

- Automated orchestration and provisioning with enterprise integration
- Centrally managed cost, assets and utilization
- Extended current perimeter security model to the applications running on cloud
- Accelerated application development using Born on the Cloud Tool Chains

Krungsri is continuing its partnership with Kyndryl as they execute on a longer-term cloud computing strategy.



Take the next step

Learn more about how Kyndryl advances the vital systems that power human progress.

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